

Dhowheeth Mohammed

Mobile: +91 98844 23814

Email: dhowheeth@gmail.com

A solution-oriented and adaptable **Hospitality IT Professional** with certified **PMP** and **MBA in Corporate IT management** along with **12 years' experience** in challenge-driven technical environments within the Hospitality and Service Industry. Brings to the fore, transferable expertise within LAN and WAN infrastructures and software app methodologies and tools, operational risk, security and end-user support. Established a robust and dependable reputation amongst clients, partners and vendors as a trusted professional. Renowned for a natural ability to quickly assimilate the business environment; mapping that to a picture of what good IT project management can provide, motivating teams and delivering a series of roadmaps that facilitates a vision while maximising business benefit. Creative in reaching structured solutions for, planning, controlling and closing projects and the ability to manage multiple projects simultaneously. Regardless of complexity, projects are managed and delivered within budgetary and timescale constraints.

Key Skills and Expertise:

- ITIL
- Transformation, Architecture
- Team Collaboration Skills
- Budgetary Management
- Procurement Management
- Full Project Lifecycle Management
- Programme Governance, Controls and Reporting
- Third Party, Vendor and Supplier Management
- Excellent Communication and Collaboration Abilities
- Strong Relationship Builder on All Levels
- Customer-centric Mindset
- Programme, Portfolio and Project Management
- Strategy Execution
- Capacity Planning and Resource Tracking
- Troubleshooting and Problem-Solving Skills
- IT Infrastructure
- Business, Technology and IT Alignment
- Change Management and Integration
- Strong Relationship Builder
- Business Process Re-engineering
- Business Cases and Benefits Realisation
- Stakeholder Engagement and Relationships

IT Manager, Radisson Blu Resort, Visakhapatnam, India

Mar 2021 – Present

Responsible for the pre-opening and post opening of the property with 101 keys, 4 F&B outlets, 2 meeting rooms and massive convention space of about 80,000 sq.m. approx.

Implementation and Successful go-live of PMS Opera, Infrasyss, Alif systems, Touche Events & Catering O365, 24 Online HSIA, Alcatel Omnivista, Onity, Veritas backup, Trend micro end point security and Tape library.

Configuration and Deployment of Active and Passive Networks, desktops, laptops and other user equipment's.

Proactive and refined Pre-opening budget, CAPEX and OPEX.

Created and Implemented the SOP's and model Guest service strategies to enhance the guest experience and create a wow factor

IT/AV Manager, Sheraton Hotel, Kampala, Uganda

Oct 2016 – Oct 2019

Responsible for the IT infrastructure of the Hotel and lead for the entire IT and AV operations of Sheraton Hotels in Kampala and Djibouti.

Expert in property based application systems, i.e. PMS Opera, Micros 9700, Symphony, FMC, SUN, HRMS, Hosted Exchange, O365, HSIA, Tiger Call Management, FCS, Alcatel Omnivista and VingCard.

Extensive experience in Virtualization, Storage, Domain Control, Backup, Disaster Recovery, IT Security, Project Management and Implementation Specialist.

Technical Pre-Opening experience that includes all new Data Center, Opera, Symphony, SUN and Materials Control Implementation.

Active participant and part of the successful Marriott BIG 4 Integration

Key Achievements:

- Created and Implemented the SOP's and model IT strategies to enhance the productivity of IT Team and the hotel associates
- Implemented Backup and DR management to have 100% backup of data that can be restored at any point of time
- Migrated all the possible application servers in to virtual to maximize the production uptime and reduce the maintenance costs on the physical servers
- Designed and Implemented all new Guest Wi-Fi system to end the connectivity issues of the property.
- Designed and Implemented a plan on effective use of Opera with SUN to reduce the manual work on BO
- Designed and Implemented digital signing and approval process on Materials Control
- Redesigned the firewall policies and End Point security to be in compliance with the security policies
- Redesigned the Network cabling to Structured with the additions of IDF on each level and IDF to MDF connectivity
- Designed and Implemented Opera S&C, HRMS and SUN upgrade
- Enhanced the Internet bandwidth to be in compliant with the brand standards with the cost reduction of 25%
- Scored 15th in the Guest Internet score compared to the previous score of 28 in the regional Level
- Implemented and trained users in compliance with the PCI-DSS standards
- Signed Comprehensive leasing agreement for peripheral devices to reduce the cost on investments and maintenance
- Negotiated all the operational contracts with added values and cost reduction of 15%-25%
- Proactive budget on CAPEX and OPEX which resulted in healthy P&L

- Designed and implemented a cost-effective solution for the CCTV cameras which brought in a cost saving of 30% in equipment's and 10% on security manning
- Implemented PIP music system for the hotel along with AV systems in the outlets which added more value to the hotel ambience along with the cost reduction on the AV rentals
- Introduced Business continuity and Contingency plans on various level of IT operations with 100% success rate.
- Implemented SCCM for the windows and third-party update services to reduce the work on manual updates.

IT Operations, Emirates Palace, Abu Dhabi, UAE

Feb 2015 – Sep 2016

Responsible for guest support related to IPTV and the Internet; assisted colleagues with issues related to PC, printer, scan devices, email and other applications that were being utilised for managing the of hotel

Key Responsibilities:

- Installed and configured computer hardware, software, systems, networks, printers and scanners
- Managed system and users for property applications such as Opera PMS, Respak, FBM, EMC, RA, Oasys and Time Attendance
- Configured windows server and carried out troubleshooting tasks
- Managed the Backup and Restore through Symantec Net Backup and ensured tapes stored in a remote location
- Configured and performed troubleshooting on Micros Workstation, KOT and Slip printers
- Monitored and managed blocked emails through Fortimail
- Monitored and performed troubleshooting on firewall and proxy servers
- Audited systems, user events, end point security and reviewed reports periodically
- Performed troubleshooting tasks on LAN for connectivity issues
- Planned and undertook scheduled maintenance upgrades
- Liaised with clients and computer users to determine the nature of their issues
- Managed iPads through Meraki MDM
- Assigning Telephone extensions and direct lines in PABX
- Gained experience in utilising 3PAR Storage, SAN, VSphere, AD Audit plus, GFI LanGuard and ITIL procedures.

Core Skills and Competencies:

Operating Systems: Windows 7/8.1/10, Windows Server 2003/2008/2012/2016/2019, Mac OS and Linux

Networking: LAN/WAN design and architecture, TCP/IP, Ethernet, IPX/SPX, web services, VPN, Routing and Switching, Firewall and HSIA.

Applications/Tools: MS Office / O365, SQL Server, Oracle, Active Directory, Group policies, End Point Security, Backup solutions, Tape library and other Automation products

Hardware: Troubleshoot Desktop / Laptop / Printers / Server assembly / POS Machines and peripheral devices.

Development Tools: MS DOTNET, ASP.NET, HTML, XML, Java (standard), JavaScript, C/C++

Additional Experience:

IT Technical Support, iCube Business Solutions, Chennai, India

May 2012 – Feb 2015

Configured Windows server and carried out troubleshooting tasks; PC virtualisation; configured Active Directory and domain controllers; worked with host provider for mail server configuration

IT Network Engineer and System Administration, Memos, Dubai, UAE

Apr 2009 – Apr 2012

Assisted staff with the installation, configuration and ongoing usability of desktop computers, peripheral equipment and software in line with established standards and guidelines; vendor management and support that resolved technical problems with desktop computing equipment and software issues

Software Developer (Internship), Porus Technologies, Chennai, India

Aug 2006 – Jan 2008

Focused on the implementation and design of projects, alongside project maintenance and testing, patch management

Professional Training and Development:

PMI – PMP

Cisco CCNA

EC-Council ENSA

Microsoft MCAD

Education and Qualifications:

Certification: EMBA – Corporate IT Management (2018 – 2020)
Indian School of Technology & Management, Mumbai, India.

Certification: BCA – Bachelors of Computer Application (2004 – 2007)
The New College, Madras University, Chennai, India.

Certification: DNITT – Diploma in Software Development (2004 – 2006)
National Institute of Information Technology, Chennai, India.